



THE CCT & QUALITY MEASURE MANAGEMENT

Agenda

Welcome to the CCT & Quality Measure Management learning module! Here's a brief list of the agenda:

- Introduction & Objectives
- Managing Quality Measure Performance
- CCT Demonstration
- Group Activity – It's Your Turn
- Questions
- Course Evaluations



Introduction & Objectives

The purpose of this module is to help you gain an understanding of how the CCT can be used to aid in the proactive management of your quality measure performance. The primary topic areas are intended to help you:

1

Assess your overall quality measure performance and review quality measure thresholds

2

Identify members according to quality measure gaps for targeting members with outreach efforts

3

Establish a workable process for incorporating CCT quality measure data into your office's procedures



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Managing Quality Measure Performance

The Quality Measure Performance dashboard is a visual representation of performance data that gives organizations a quick and easy way to view their status. Provider organizations can then use this information to develop strategies and set priorities for improving performance, coordinating care, and conducting outreach. The dashboard provides information about:



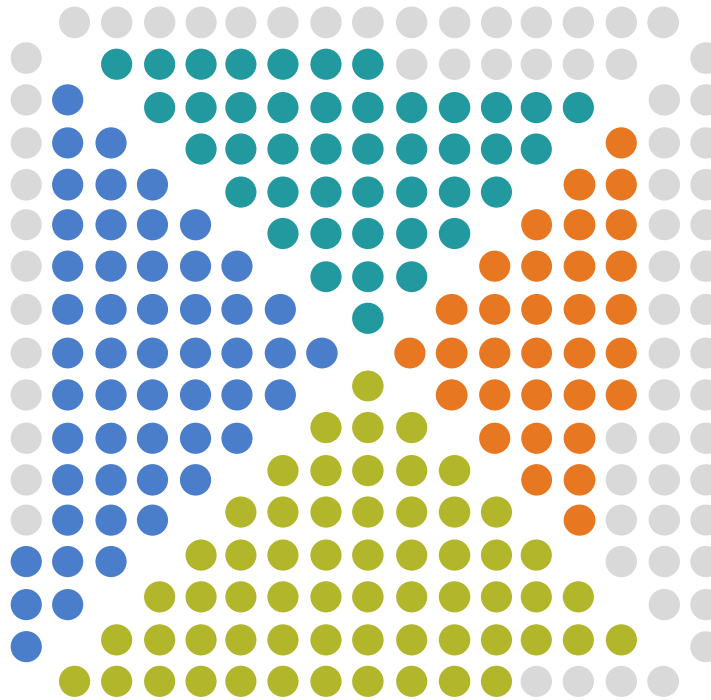
Quality Measures

View the full set of quality measures for a particular measure group; groups are based on your organization's program status (i.e., PCMH, THL, or both), practice type (i.e. family, pediatric, etc.), and member age categories (i.e., adult or child)



Performance

Understand your performance for each quality measure relative to associated thresholds and assess each measure group for areas of opportunity



Thresholds

See and understand the programmatic thresholds set for each quality measure as they relate to the PCMH and/or THL programs



Members & Gaps

Quickly populate lists of members with specific gaps in care based on strategies for improving performance

PCMH – Pediatric Program Quality Measures

PCMH Pediatric Practices

Quality Measure	Compliance %	Visible in CCT
EPSDT: Well-child visits ages 7-11 years	≥55	✓
EPSDT: Adolescent well-care visits age 12-21	≥45	✓
EPSDT: Well-child visits first 15 months – 6 or more visits	≥45	✓
EPSDT: Well-child visits at 18, 24, & 30 months	≥34	✓
EPSDT: Well-child visits ages 3-6 years	≥65	✓
Asthma Medication Management	≥30	✓
Childhood immunizations – Combination 3	≥45	✓
Immunizations for adolescents – Combination 2	≥16	✓
BMI Percentile	≥30	✓
Counseling for Nutrition	≥30	✓

PCMH – Adult Program Quality Measures

PCMH Adult Practices

Quality Measure	Compliance %	Visible in CCT
Adult BMI Assessment	≥60	✓
Antidepressant Medication Management – Acute Phase	≥55	✓
Antidepressant Medication Management – Continuation Phase	≥40	✓
Comprehensive Diabetes Care: Eye Exam (Retinal) Performed	≥40	✓
Comprehensive Diabetes Care: BP Control	≥50	✓
Comprehensive Diabetes Care: Medical Attention for Nephropathy	≥85	✓
Comprehensive Diabetes Care: HbA1c Testing	≥85	✓
Comprehensive Diabetes Care: HbA1c Poor Control (>9.0%)	≥50	✓
EPSDT: Adolescent well-care visits age 12-21	≥45	✓



PCMH Family Practices are held to both pediatric and adult quality measures.

THL Program Quality Measures (pg. 1)

Tennessee Health Link Practices

Quality Measure	Compliance %	Visible in CCT
7- and 30-day psychiatric hospital / RTF readmission rate – 7 days	≤5	✗
7- and 30-day psychiatric hospital / RTF readmission rate – 30 days	≤15	✗
Antidepressant medication management (adults only) – Effective acute phase treatment	≥55	✓
Antidepressant medication management (adults only) – Effective continuation phase treatment	≥40	✓
Follow-up after hospitalization for mental illness within 7 days	≥60	✗
Follow-up after hospitalization for mental illness within 30 days	≥75	✗
Initiation / engagement of alcohol & drug dependence treatment - Initiation	≥45	✗
Initiation / engagement of alcohol & drug dependence treatment - Engagement	≥15	✗
Use of multiple concurrent antipsychotics in children/adolescents – Total rate	≤1	✗
Adult BMI Screening	≥60	✓

THL Program Quality Measures (pg. 2)

Tennessee Health Link Practices

Quality Measure	Compliance %	Visible in CCT
Child Weight Assessment	≥30	✓
Comprehensive Diabetes Care: Eye Exam (retinal) Performed	≥40	✓
Comprehensive Diabetes Care: BP Control (<140/90 mm Hg)	≥50	✓
Comprehensive diabetes care: Medical Attention for Nephropathy	≥85	✓
Comprehensive Diabetes Care: Hemoglobin A1c (HbA1c) Testing	≥85	✓
Comprehensive Diabetes Care: HbA1c Poor Control (>9.0%)	≤50	✓
EPSDT: Well-child visits ages 7-11 years	≥55	✓
EPSDT: Adolescent well-care visits age 12-21	≥45	✓

Quality Measure Performance

These high-level steps help you access the quality measure performance dashboard. By using this dashboard to understand quality measures and performance relative to quality measure targets, you can quickly identify areas of opportunity and populate a member panel report to support any necessary actions.



1. Click Dashboard

Using the left-side navigation bar, click on the “Dashboard” tab to begin the process.

2. Click Quality Measure Performance

Click on the “Quality Measure Performance” button located just beneath the “Dashboard” section heading.

3. Search for Member Panel

Click on “Search” to run a blank search for your organization and “pre-load” the dashboard with the appropriate data.

4. Choose Measure Group

Select the reporting year and the quality measure group of interest (e.g., PCMH Core Child or THL Physical Health Adult) to show the quality measures specific to that group and your organization’s performance.



HELPFUL CONTACTS AND RESOURCES

Helpful Contacts and Resources

Support Area	Name	Contact information
General CCT Support	HCFA SPI CCT Team	HCFA.SPIGCCT@tn.gov
CCT Lead	Georgette Kubrussi	Georgette.Kubrussi@tn.gov
PCMH Lead	Meredith Gonsahn	Meredith.Gonsahn@tn.gov
Tennessee Health Link Lead	Jasmine Randle	Jasmine.Randle@tn.gov
Primary Care Transformation (PCT) Lead	Karly Schledwitz Campbell	Karly.Schledwitz@tn.gov
General MTM Support	TennCare MTM Team	TennCare.MTMpilot@tn.gov
Altruista Help Desk		support@altruistahealth.com (855) 596-2491
Amerigroup	PCMH	agptnPCMH@amerigroup.com
Amerigroup	Tennessee Health Link	agptnhealthlink@amerigroup.com
BlueCare	PCMH	GM_TennCarePCMH@bcbst.com
BlueCare	Tennessee Health Link	Melissa_Isbell@bcbst.com
United Healthcare	PCMH	pcmh_payment_reform@uhc.com
United Healthcare	Tennessee Health Link	bh_payment_reform@uhc.com

Helpful Contacts and Resources

- CCT FAQ document
 - <https://www.tn.gov/tenncare/health-care-innovation/primary-care-transformation/care-coordination-tool.html>.
- TennCare's Strategic Planning & Innovation YouTube Channel (with videos and more on the CCT)
 - <https://www.youtube.com/channel/UCnFLcOJ5SGx9oqouxV7vcnQ>
- Gaining access to the CCT:
 - https://tennessee.na1.echosign.com/public/esignWidget?wid=CBFCIBAA3AAABLblqZhD27mT7ONW_gEwP3elulMjvVkXRzxDLCIe-PSLBLR8f3bqERsZO-Eyf124s6CsOA1k*



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